Service Area Plan

Department of Social Services

Regulation of Adult and Child Welfare Facilities (56101)

Service Area Background Information

Service Area Description

The Division of Licensing Programs (DOLP) regulates thirteen types of non-medical day and residential care settings for vulnerable children and adults, including adoption and foster care agencies. As of June 1, 2005, there were 7,492 regulated settings with a total capacity of 386,423. This number, all vulnerable consumers in terms of age and/or health status, exceeds the population of every city in Virginia except Virginia Beach. The Division's workload comprises child day care facilities (89%), adult care (9%) and child residential care (2%). Provided services include mandated inspections, investigations of complaints and allegations and provider/community education related to licensing processes.

Service Area Alignment to Missio

By enforcing regulatory requirements, we protect the safety, health and well-being of children and vulnerable adults in out-of-home care.

Service Area Statutory Authority

The Code of Virginia (Title 63.2, Chapters 1, 17 and 18) plus other relevant Titles per program.

Service Area Customer Base

Customer(s)	Served	Potential
Children and families	279,087	287,460
Children in Care in Faith Based Organizations (CCE)	71,024	73,155
Providers (Assisted Living) (potential unlimited)	629	0
Providers (Child Care Providers) (potential unlimited)	10,300	0
Providers of regulated care	7,492	7,716
Vulnerable adults (ADC, ALF)	36,312	37,401

Anticipated Changes In Service Area Customer Bas

Child day care programs will continue to grow as a support to parental employment and as parents and policy makers become increasingly attuned to the role of early education in children's later academic, social and economic success. Demand for adult care will continue to increase, driven by the aging of the general population, the demographic "baby-boom" surge, the continued shrinkage in the state mental hospital system, customer preference for non-institutional settings, continued efforts at health care cost reduction/avoidance, and an evolving medical technology that moves treatment from health care to non-medical settings. Child welfare/child care services are also increasing, particularly in residential placement and independent living. There is increased emphasis on reducing the length of foster care placement and promoting adoption services. Rising infertility rates are prompting an increase in regular, international and assisted conception adoptions. Because of costs and litigation concerns, however, private contractors are specifically withdrawing from family day systems and voluntary registration programs, shunting this workload to the Division. Ultimately, DOLP involvement will contribute to more consistent and effective regulation of these programs.

Service Area Partners

Academic and professional associations

Community Action Agencies

Consumer's Families and Consumer Advocacy Organizations

Local Departments of Social Services

Provider Associations

State agencies

Statewide Alzheimer's Associations

Virginia Geriatric Education Center (VGEC)

Virginia Institute for Social Services Training Activities (VISSTA)

Volunteer Organizations

Service Area Products and Services

- Support of organizations serving communities
- Services to protect vulnerable adults
- Services that promote sufficiency
- Services to protect children

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Anticipated Changes To Service Area Products and Service

Workload demands have increased for DOLP inspectors responsible for regulating thirteen child and adult care programs.

- While the numbers of adult care facilities and available adult care beds have been in decline since approximately FY2000, other significant changes in adult care are contributing to an increase in workload.
  -Inspections require more time to complete as a reflection of the increasing biomedical/psychosocial acuities of residents in care and…
  -the corresponding increase in complexity of care delivered to these residents.
  -The number and duration of inspections is also increasing as a result of more complaints about resident care.

- Inspectors' efficiency in meeting mandated inspections has been adversely affected by:
  •Traffic issues in Northern Virginia increasing the amount of travel time by DOLP staff to inspections
  •Enforcement actions and complaint investigations necessitating additional visits
  •Vacancies among DOLP inspectors effectively placing responsibility for larger workloads on existing staff, with resulting impacts on visit response and report preparation time.

- During FY05:
  -The number of family day homes seeking licensure or voluntary registration increased because:
  -Several local departments of social services discontinued the service of approving family day homes;
  -One family day system ceased operations;
  -The tiered reimbursement program's more advantageous reimbursement rates for licensed child care homes in some localities attracted applicants.
  -Two contract agencies overseeing voluntary registration of family day homes opted out of their contracts, requiring DOLP to assume responsibility for processing applications and inspecting approximately 835 voluntarily registered family day homes across a large number of jurisdications and portions of Virginia.

- Additional inspectors are needed to ensure vulnerable child populations have safe and healthy day and residental care programs.

Service Area Financial Summary

 Funding for Regulation of Adult and Child Welfare Facilities comes from general funds (33.4%) and non-general funds (66.6%). The non-general funds come from various sources primarily the   Child Care Development Fund- Discretionary and Matching awards and the Social Services Block Grant (SSBG).

	Fiscal Year 2007		Fiscal Year 2008	
	General Fund	**Nongeneral Fund**	**General Fund**	**Nongeneral Fund**
Base Budget	$4,346,732	$8,252,378	$4,346,732	$8,252,378
Changes To Base	$23,017	$393,888	$23,017	$393,888
SERVICE AREA TOTAL	**$4,369,749**	**$8,646,266**	**$4,369,749**	**$8,646,266**

Service Area Plan

Service Area Objectives, Measures, and Strategies

Objective 56101.01

Safety of children and adults

Virginia's vulnerable child and adult populations are entitled to safe and healthy day and residential environments. This objective will focus the efforts of the Division of Licensing Programs on the safety of children and adults in care by ensuring that mandatory inspections are achieved.

This Objective Supports the Following Agency Goals:

- Enhance the independence, well-being and personal responsibility of customers

  (The regulation of services to Virginia's vulnerable child and adult populations is mandated in the Code of Virginia, is in alignment with the Council on Virginia's Future long-term objective of "Inspire and support Virginians toward healthy lives and strong, resilient families," and is consistent with both the Department's mission of "People helping people triumph over poverty, abuse and neglect to shape strong futures for themselves, their families and communities" and "Goal 1 - Enhance the independence, well-being and personal responsibility of customers.")

This Objective Has The Following Measure(s):

- **Measure 56101.01.01**

  #### Number of mandated inspections conducted

  Measure Type: Output   **Measure Frequency:** Quarterly

  Measure Baseline: New measure, baseline data not available. Baseline will be established using FY06 data. (Projected mandated visits in FY 06 = 96%)

  Measure Target: 100% of mandated inspections will be conducted in FY 07

  Measure Source and Calculation:
  DOLPHIN data updated and calculations performed monthly

Objective 56101.01 Has the Following Strategies:

- Increase staff training.

- Develop and implement an increased reporting capability from DOLPHIN data.

- Develop and implement automated features of DOLPHIN to create inspection data analysis, violation frequency patterns, a risk assessment matrix, and other program quality analysis tools.

- Maintain sufficient staff to meet workload levels.

- Promote strong, research-based regulations in collaboration with stakeholders.

- Optimize WEB-based licensing information and provider inspection reports.